

PATENT

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Appl. No.: 09/656,678 Confirmation No.: 1936  
Applicant(s): Hein et al.  
Filed: September 7, 2000  
Art Unit: 3621  
Examiner: Bayat, Bradley B.  
Title: SYSTEM FOR ISSUE NOTIFICATION, PRIORITIZATION, AND RESOLUTION AND ASSOCIATED METHOD

Docket No.: 038190/202935

Customer No.: 00826

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT UNDER 37 C.F.R. § 1.121**

Sir:

In response to the Official Action dated April 26, 2006, please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims beginning on page 2 of this paper.

**Remarks/Arguments** begin on page 11 of this paper.